AMENDMENT TO THE CLAIMS

1.   (Currently Amended) A method of matching an utterance comprising a word to a record in a database using an automatic speech recognition system comprising:

(a) forming a word list comprising a selection of words from said records in said database;

(b) using the automated speech recognition system to determine [the] best possible matches of the word in said utterance to the words in said word list;

(c) after determining said best possible matches, creating a grammar including a subset of said records in said database that contain at least one of said best possible matches; and

(d) using the automated speech recognition system to match said utterance to a record within said grammar.

2.   (Original) The method of claim 1 wherein said database is a directory.

3.   (Original) The method of claim 2 wherein said record is a listing.

4.   (Original) The method of claim 3 wherein the word list includes transformations of said selection of words.

5.   (Original) The method of on of claim 4 wherein the utterance is obtained by asking questions of a user.

6.   (Currently Amended) A system for matching an utterance comprising a word to a record in a database using an automatic speech recognition system comprising:

(a) means for forming a word list comprising a selection of words from said records in said database;

(b) means for using the automated speech recognition system to determine ~~the~~ best possible matches of the word in said utterance to the words in said word list;

(c) means for creating a grammar after determining said best possible matches, of a subset of said records in said database that contain at least one of said best possible matches; and

(d) means for using the automated speech recognition system to match said utterance to a record within said grammar.

7.   (Currently Amended) A method of providing a listing to a user comprising:

(a) establishing communications with the ~~a~~ user;

(b) asking a plurality of questions of said user, and obtaining and recording answers therefor;

(c) by using said a plurality of answers, determining ~~if an~~ a listing using an automated speech recognition system ~~can determine the listing~~;

(d) establishing a confidence level for said listing;

(e) providing said listing, said plurality of questions, and said recorded answers to ~~using~~ an operator ~~to provide said listing~~ if said confidence level is below a predetermined threshold ~~it is determined said automated speech recognition system cannot determine the listing~~; and

~~(e)~~ (f) if said confidence level is above a predetermined threshold ~~automated speech recognition system can determine said listing~~, providing said listing to said user ~~having said automated speech recognition system do so~~.

8.   (Currently Amended) A method of automatic speech recognition comprising:

(a) receiving an utterance;

(b) recording said utterance;

(c) ~~using a voice recognition system attempting~~ to recognize said recorded utterance; and

(d) if the recognition of said recorded utterance is below a pre-set confidence level determined by said voice recognition system, adjusting the gain ~~on~~ of said ~~recording~~ recorded utterance and re-recognizing said recorded utterance using said voice recognition system.

9.   (Currently Amended) A method of providing directory assistance to a user comprising:

(a) receiving an utterance from a user, said utterance requesting a business listing;

(b) using a voice recognition system to ~~determining~~ determine said business ~~a~~ listing in response to said utterance; and

(c) providing an advertisement to said user before providing said business listing to said user; wherein said user is not charged an additional fee for the directory assistance.